CMS
IT SERVICES
Reliable | Robust | Secure

Use case of
Digital Experience Monitoring:

Detect and troubleshoot

Sujata Mishra works in the procurement department of Super Bikes Private Limited (SBPL). She regularly uses the supply chain module of the browser based ERP application implemented at her company.

Three months ago, SBPL had implemented a DEM (Digital Experience Monitoring) solution. One of the goals of this implementation was to detect and troubleshoot issues in real time. The DEM solution reported that the ERP application was taking longer than the benchmark time to load. The IT team took cognizance of this, performed diagnostics using DEM and found out that the browser needed an update.

Sujata was informed and the browser was updated remotely using DEM by the IT team. The browser on her desktop loads much quicker and she's super happy about it.

Using the DEM solution the IT team was able to know even before Sujata noticed, that the ERP application was taking longer than the benchmark time to load, and that the issue was with the browser. The browser was remotely updated. The IT team was happy to achieve its objective of real time detection & troubleshooting, and Sujata was happy to find the application response quicker than before.

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